

We Deliver the Right Solutions

net.America is a highly successful **SBA WOSB 8(m) certified** firm delivering program management, information systems, and multi-channel contact centers to Federal government agencies. We provide our clients with **lean, tailored, and impactful support** which centers around mission demands. From business intelligence to AI-enhanced operations and human-machine integration, we align tools, processes, and organizational models to true mission needs. Whether supporting federal, national security, or state clients, **our solutions are always right-sized and results-driven.**

net.America's Core Services

<h3>Grants & Financial Management</h3> <p>We leverage automation, AI-enabled data validation, and regulatory intelligence to streamline federal grants and financial management for complex programs.</p>	<h3>Business Transformation</h3> <p>We blend Agile Scrum and AI-supported workforce tools to organize, train and equip performance-focused programs using tailored PMO frameworks.</p>	<h3>Mission Optimization</h3> <p>We modernize contact center operations and case management systems with AI virtual assistants, omnichannel platforms, and enterprise systems integration.</p>	<h3>Health Services Modernization</h3> <p>We mature healthcare IT by delivering tailored case management, data analytics, and modular systems with tailored technical assistance and AI-augmented tools.</p>
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Our Mission-Centric Approach

<h3>Assess Client Current State</h3> <p>We conduct a baseline assessment of current operations, systems, workforce posture, and data workflows. This includes identifying technical debt, operational bottlenecks, and misaligned resources.</p> <p>Phase 01</p>	<h3>Define Client Mission Needs</h3> <p>We translate strategic objectives into clear functional and technical requirements using methods like gap analysis, user journey mapping, and operational modeling. This step aligns desired outcomes with KPIs.</p> <p>Phase 02</p>	<h3>Identify Areas of Efficiency</h3> <p>We isolate cost drivers, process latency, and system redundancies to find automation, consolidation, or workflow reengineering opportunities. We leverage AI/ML models with process improvement expertise to identify patterns.</p> <p>Phase 03</p>	<h3>Engineer MVP Solution</h3> <p>We design and prototype a Minimum Viable Product (MVP) that integrates targeted capabilities aligned to core mission priorities. We build upon scalable platforms and incorporate AI tools, HMI elements, RPA, and ML.</p> <p>Phase 04</p>	<h3>Continuously Improve & Scale</h3> <p>We operationalize successful MVPs, refining performance through continuous integration and monitoring with DevSecOps pipelines, dashboards, modular design, cloud-native approach, and smart change management.</p> <p>Phase 05</p>
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Contract Vehicles

- **GSA OASIS SB Pool 1** // 47QRAD20D1056
- **GSA MAS (MOBIS)** // GS10F0204X
- **GSA MAS (IT70)** // GS35F167BA
- **CMS SPARC** // HHSM-500-2017-000411
- **8A STARS III (SUB)** //47QTCB21D0016

NAICS Codes

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| • 541511 | • 561422 | • 541690 | • 561790 | • 611430 |
| • 541512 | • 519190 | • 541930 | • 561910 | • 611513 |
| • 541519 | • 524291 | • 561110 | • 561920 | • 611710 |
| • 541611 | • 541513 | • 561210 | • 561990 | • 624230 |
| • 541618 | • 541614 | • 561410 | • 611420 | |

Health Services Modernization

net.America brings precision and agility to public health mission support by **integrating case management, data analytics, and modular systems development**. Through tailored technical assistance and **AI-augmented decision support**, the firm empowers health agencies to respond more effectively to emerging threats. The firm empowers modernization through **scalable, standards-aligned frameworks** that accelerate implementation while ensuring interoperability and compliance. Our approach strengthens agency readiness, improves data-driven response, and enhances long-term public health outcomes.

Key Health Modernization Services



Modular health IT architecture and governance: Design scalable, standards-based systems that support integration and faster implementation across public health programs.



Targeted technical assistance and program support: Provide expert support to HHS and local/state entities to align modernization with health policy and program goals.



Health analytics and decision support dashboards: Build user-friendly tools that translate complex data into insights for planning and decision-making.



Integrated case management and digital health tools: Modernize digital tools to improve care coordination, data sharing, and user experience.



Emergency response and community health modernization: Deliver rapid-response solutions and services for emergency and community health programs.

Past Performance Snapshot

Maryland Department of Health – *Healthy Smiles Call Center*

- Operated a HIPAA- and PII-compliant, “clean facility” call center serving dental Medicaid recipients in Maryland, including Medicare populations.
- Provided multilingual support in over 100 languages via TTY/TTD and trained staff in complex eligibility, scheduling, and provider enrollment systems.
- net.America consistently met six key performance metrics and leveraged secure, standardized processes to ensure quality service delivery.
- Our world-class staff supported expanded adult dental benefits and high utilization rates under the Healthy Smiles program.

Services Tailored to All Government Customers



Federal Civilian Agencies

- Deploy modular public health IT platforms for HHS/CDC programs.
- Plan and process design for disease analytics, contact tracing, and national response
- HIPAA and 42 CFR Part 2 compliance with all digital health solutions.
- Enhance local health department coordination with federated data sharing



Defense & National Security

- Design dashboards for deployment readiness and force health status.
- Support DoD treatment facilities with modular health architectures and governance.
- Integrate CM tools for mental health, PTSD, and family readiness support.
- Enable data sharing across VA and DoD systems to improve continuity of care.



State Government

- Build digital infrastructure for faster Medicaid, CHIP, and public health reporting.
- Support organizations in response to outbreaks and natural disasters.
- Provide CM and TA for maternal health, opioid, and behavioral health programs.
- Align health IT platforms with state data reporting, metrics, and health goals.